

# THE FOUR HABITS MODEL

HABIT	SKILLS	TECHNIQUES AND EXAMPLES	BENEFITS
<b>INVEST IN THE BEGINNING</b>	Create rapport quickly	<ul style="list-style-type: none"> <li>• Introduce self to everyone in the room.</li> <li>• Refer to the patient by last name and title (e.g., Mr. or Ms.) until a relationship has been established.</li> <li>• Acknowledge wait.</li> <li>• Make a social comment or ask a non-medical question to put the patient at ease.</li> <li>• Convey familiarity by commenting on prior visit or problem.</li> <li>• Consider the patient's cultural background and use appropriate gestures, eye contact, and body language.</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes a welcoming atmosphere</li> <li>• Allows faster access to real reason for visit</li> <li>• Increases diagnostic accuracy</li> <li>• Requires less work</li> <li>• Minimizes "Oh by the way..." at the end of the visit</li> <li>• Facilitates negotiating an agenda</li> <li>• Decreases potential for conflict</li> </ul>
	Elicit the patient's concerns	<ul style="list-style-type: none"> <li>• Start with open-ended questions: "What would you like help with today?" "I understand that you're here for... Could you tell me more about that?"</li> <li>• Speak directly with the patient when using an interpreter.</li> </ul>	
	Plan the visit with the patient	<ul style="list-style-type: none"> <li>• Repeat concerns back to check understanding.</li> <li>• Let the patient know what to expect: "How about if we start with talking more about ___, then I'll do an exam, and then we'll go over possible ways to treat this? Sound OK?"</li> <li>• Prioritize when necessary: "Let's make sure we talk about ___ and ___. It sounds like you also want to make sure we cover ___. If we can't get to the other concerns, let's..."</li> </ul>	
<b>ELICIT THE PATIENT'S PERSPECTIVE</b>	Ask for the patient's ideas	<ul style="list-style-type: none"> <li>• Assess the patient's point of view: "What do you think might be causing your symptoms?" "What concerns you most about this problem?" "What have you done to treat your illness so far?"</li> <li>• Ask about ideas from loved ones or from community.</li> <li>• Express respect towards alternative healing practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Respects diversity</li> <li>• Allows the patient to provide important diagnostic clues</li> <li>• Uncovers hidden concerns</li> <li>• Reveals use of alternative treatments or requests for tests</li> <li>• Improves diagnosis of depression and anxiety</li> </ul>
	Elicit specific requests	<ul style="list-style-type: none"> <li>• Determine the patient's goal in seeking care: "How were you hoping I could help?"</li> </ul>	
	Explore the impact on the patient's life	<ul style="list-style-type: none"> <li>• Check context: "How have your symptoms affected your daily activities/work/family?"</li> </ul>	
<b>DEMONSTRATE EMPATHY</b>	Be open to the patient's emotions	<ul style="list-style-type: none"> <li>• Respond in a culturally appropriate manner to changes in body language and voice tone.</li> </ul>	<ul style="list-style-type: none"> <li>• Adds depth and meaning to the visit</li> <li>• Builds trust, leading to better diagnostic information, adherence, and outcomes</li> <li>• Makes limit-setting or saying "no" easier</li> </ul>
	Make an empathic statement	<ul style="list-style-type: none"> <li>• Look for opportunities to use brief empathic comments: "You seem really worried."</li> <li>• Compliment the patient on efforts to address problem.</li> </ul>	
	Convey empathy nonverbally	<ul style="list-style-type: none"> <li>• Use a pause, touch, or facial expression.</li> </ul>	
<b>INVEST IN THE END</b>	Deliver diagnostic information	<ul style="list-style-type: none"> <li>• Frame the diagnosis in terms of the patient's original concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Increases potential for collaboration</li> <li>• Influences health outcomes</li> <li>• Improves adherence</li> <li>• Reduces return calls and visits</li> <li>• Encourages self-care</li> <li>• Enhances confidence and trust</li> </ul>
	Provide education	<ul style="list-style-type: none"> <li>• Explain rationale for tests and treatments in plain language.</li> <li>• Review possible side effects and expected course of recovery.</li> <li>• Discuss options that are consistent with the patient's lifestyle, cultural values, and beliefs.</li> <li>• Provide written materials in the patient's preferred language when possible.</li> </ul>	
	Involve the patient in making decisions	<ul style="list-style-type: none"> <li>• Discuss treatment goals to ensure mutual understanding and agreement.</li> <li>• Assess the patient's ability and motivation to carry out plan.</li> <li>• Explore barriers: "What do you think would help overcome any problems you might have with the treatment plan?"</li> </ul>	
	Complete the visit	<ul style="list-style-type: none"> <li>• Summarize visit and review next steps.</li> <li>• Verify comprehension by asking the patient to repeat instructions.</li> <li>• Ask: "What questions do you have about what we discussed today?"</li> <li>• Give the patient a written summary of the visit, including relevant websites.</li> <li>• Close the visit in a positive way: "It's been nice seeing you. Thanks for coming in."</li> </ul>	